How to be a great manager and get the maximum out of each employee!

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Why is management so dang important

- Staff spend so much more time with you than their family.
- Staff rely on you to get them the resources to get the job done.
- They trust you to look out for them.
- In my opinion, management is a very high calling
What is a good manager??

- Respects employees
- Is aware of how they are doing?
- Understands what makes the employee tick!
- Makes the employees feel as if they are part of the team (ways to build up trust)
- Makes the workplace FUN
- Let’s their expectations be known
- Be a great role model
- Inspect what you Expect
- Understands how their role fits into the big picture
What do employees want??

- Feel respected
- Treated fairly
- Not embarrassed
- Chance for advancement
- Listened to
- Rewarded for a good job-paid well
- Being a member of a team
Secret of management!

Understand and motivate every employee so they feel good about what they are doing
What are the characteristics of a great employee

- Motivated
- High Character
- People driven
Why do great employees leave businesses?

- Money?
- Window Office?
- Perks?
- Poor Management
Change Exercise!!
Teamwork

- We all have an inherent nature to belong to something bigger than we are!
- The outcome of the group is so much better than the role of individuals!
- To bring out the diverse and unique attributes of each individual!
- Learn to work with each other!
Empowerment

- Help in decision making
- Examples
- Benefits
Listen to your workers

- You need to listen to them as this communicates care.
- Listening is where new ideas come from.
- Suggestions boxes
- This is so, so, so important
Praise your workers

- Employees want to meet your expectations
- Much more important than raises
- Evaluate more than once a year
- Evaluations - 360 degree
Each employee is so different

- Figure out what each employee really, really needs
- Employees are not clones of you.
- Adjust your management style to the employees
Communications

- Why is communications so important?
- Do people hear what you say?
- A manager’s job is to communicate and communicate and communicate and communicate
- Be careful of the words you use!
How to deal with a problem employee

- Decide what needs to be corrected
- Sit down with the employee and tell them of your concern! The sooner the better.
- Develop a plan of action with a timeline.
- At the end of the time period, decide whether to keep the employee or not.
- Never feel hostage to an employee.
- Life is too short to work with miserable people or miserable customers.
How to maximize employee effort

- Get great employees
- Have even greater managers
- Treat your employees as if they were your clients or family
- Develop a strong sense of “team”
- Communications
- Commit to learning more about management
Have a wonderful managerial day!!!!